

**State of Louisiana**  
**Department of Transportation and Development**  
**Departmental Goals**

**Goal 1: Institutionalize the Process Improvement Program (Change Management)**

- Implement initial process improvement team recommendations per schedule established by respective process improvement teams (70% completed by end of FY06)
- Start next process improvement teams by September 1, 2005. Define team recommendations and implementation plans by February 1, 2006
- Optimize district organization and operations by January 15, 2006
- Set continuous improvement goals and expectations throughout the agency by January 1, 2006

**Goal 2: Plan and deliver the annual transportation and public works program**

- Set on time and on budget expectations
- Communicate performance goals by February 1, 2006
- Establish performance goals for all processes by January 1, 2006
- Commit to public involvement in all stages of projects
- Revise project development manual to incorporate into all phases by September 1, 2005
- Revisit statewide plans according to the schedule developed by the Office of Planning and Programming to be completed by April 1, 2006
- Create cost effective solutions for projects
- Communicate philosophy to all involved employees by October 1, 2005
- Train 75% of project managers in value engineering training April 1, 2006
- Develop revenue enhancement strategies by September 1, 2005

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**Goal 3: Optimize the operation of the transportation system**

- Implement ITS in all phases of the program in accordance with process improvement team schedule
- Develop equipment upgrade plans for all lines of equipment by January 1, 2006
- Consider traveler implications in activities
  - Create traveler information plan by January 1, 2006
  - Implement traveler information program by April 1, 2006
- Define operational needs and resources by implementing the Stage 6 plan and process by January 1, 2006
- Emphasize highway safety
  - Implement new railroad crossing program at 400 passive sites by July 1, 2006
  - Implement a highway safety public service campaign by April 1, 2006
  - Ensure compliance with workzone safety rules by requiring the use of personal protective equipment immediately and conducting workzone safety training/refreshers by April 1, 2006
- Institute access management.
  - Develop implementable program by January 1, 2006
- Upgrade maintenance management by implementing the Stage 6 plan and process by January 1, 2006
- Improve visual image
  - Improve visual appearance of 50% of highway mileage by fixing signs, guardrails, striping to maximized highway safety
  - Improve visual image of field workforce by enforcing the use of personal protective apparel for 100% of field workforce

**Goal 4: Nurture a Public Service Culture throughout DOTD**

- Establish a customer center
  - Complete public information office and district/section organizational framework by October 1, 2005
- Establish public service goals, standards and accountability (for each organizational unit) by August 1, 2005
- Develop and implement an agency-wide external communication plan by August 1, 2006
- Conduct agency-wide public service training
  - Develop training materials and plan by January 1, 2006
  - Begin training by April 1, 2006

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**Goal 5: Focus on People Management**

- Implement an internal communication plan by August 1, 2005
- Implement PPR cycle and performance measure changes by July 15, 2005
- Recognize exceptional performance both formally and informally and contribute to the success of the agency's employee recognition program
- Implement organizational changes according to the Organizational Changes Implementation Plan
- Establish accountability by establishing measurable performance expectations throughout the organization through the new PPR cycle changes, monitoring and documenting performance, and evaluating performance on the basis of documentation by June 30, 2006
- Emphasize safety, teamwork, professionalism and ethics as demonstrated through specific initiatives and ongoing actions
- Develop leadership expectations through the PPR cycle changes and emphasis on staff development and goal setting by June 30, 2006

**Goal 6: Emphasize Performance Measurements**

- Implement dashboard measurements by October 1, 2005
  - % construction projects bid when scheduled
  - % construction projects completed on time
  - % construction projects completed within 5% of bid
  - % reduction in crash rates at safety-improved locations
  - % of interstate and NHS road condition rated fair or better
- Establish performance measurements for business operations by January 1, 2006